

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

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FORMAL COMPLAINT

2003 OCT -31 P 1:20

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

CHIEF CLERK'S OFFICE

For Commission Use Only:

Case:

03 0605

ORIGINAL

Regarding a complaint by (Person making the complaint): JACK PHILLIPS ON BEHALF OF LEVI PHILLIPS

Against (Utility name): ILLINOIS POWER

As to (Reason for complaint) HOOK UP FEE - WHEN LEVI WAS SIGNED UP BEFORE CUT OFF DATE OF POLICY CHANGE TO START CHARGING FOR SAID FEE.

in MT. VERNON Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 17574 N. PHILLIPS LN MT. VERNON, IL 62864

The service address that I am complaining about is TIMBERLINE LANE, MT. VERNON, IL 62864

My home telephone is (618) 244-1264

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 244-1264

(Full name of utility company) ILLINOIS POWER COMPANY (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

FREE EXTENSION POLICY AS STATED IN LETTER FROM BRENT BARTLEY (SR. ENGR. REP.) MARCH 19, 2003 ADDRESSED TO LEVI PHILLIPS MARKED EXHIBIT "A"

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

① WHEN ME & LEVI CALLED POWER COMPANY - WE MEET WITH THEM AND ENGINEER BRENT BARTLY STATED WE HAD SIGNED UP BEFORE THE CHANGE OF ~~CHARGE~~^{POLICY} FOR SERVICE HOOK UP. WHICH WAS AUG. 1. HE SAID WE WOULD HAVE POWER ~~AND~~ RAN TO US IN 3 OR 4 WEEKS AT "NO" CHARGE. ENGINEER KURT AWHEUSER WAS ALSO PRESENT AT THE MEETING.

② FIVE MONTHS WENT BY SO I CALLED ILLINOIS COMMERCE (EXHIBIT B) COMMISSION. MIKE TADLOCK CALLED ME AND SAID HE HAD TALKED TO ICC AND THAT HE WAS SORRY AND WE WOULD HAVE OUR POWER HOOKED UP VERY SOON.

SEE PAGE 2

Please clearly state what you want the Commission to do in this case:

HAVE POWER COMPANY HOOK UP LEVI'S POWER AS THEY INFORMED US THEY WOULD WHEN WE SIGNED UP.
"LEVI"

Date: Sept. 26, 03
(Month, day, year)

Complainant's Signature

[Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Ramona S. Flanagan, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Ramona S. Flanagan

Subscribed and sworn/affirmed to before me on (month, day, year) 09-26-03

Ramona S. Flanagan
Notary Public, Illinois

OFFICIAL SEAL
RAMONA S. FLANAGAN
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES: 01-06-07

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

③ IN FEB. 2003 KURT ANHEUSER CONTACT ME TO SIGN AN EASEMENT GOING ACROSS MY PROPERTY. HE STATED HE HAD MADE A MISTAKE ON LEVI'S EASEMENT PRIOR. HE THOUGHT LEVI OWNED ALL PROPERTY ALONG RD. ME & WIFE SIGNED AND HE STATED HE WAS WORKING ON RAMSEY EASEMENT AND THINGS WOULD BE READY TO PROCEED.

④ MARCH 19th 03 (EXHIBIT "A") I RECEIVED LETTER THAT LEVI WASN'T GETTING FREE EXTENSION IF I DIDN'T GET RAMSEY EASEMENT SIGNED. I CALLED KURT ANHEUSER AND HE SAID TO FORGET LETTER THAT HE HAD RAMSEY WORKED OUT.

DATE UNKNOWN

⑤ I LATER CALLED. THEY SAID NOW THAT WE WOULD HAVE TO PAY FOR HOOKUP BECAUSE WE DIDN'T HAVE A SEPTIC TANK IN. I TOLD HIM THAT HE WAS WELCOME TO GO INSIDE AND LOOK AT PLUMBING AND WIRING. TOLD MIKE TABLOCK THAT LEVI WAS PLANNING ON LIVING IN BUILDING WHILE WE BUILT HOUSE. THAT THIS WAS WHY WE WENT TO ALL THE TROUBLE OF PLUMBING THE BUILDING. I ALSO INFORMED HIM THAT MY MOM AND SON BOTH DIDN'T HAVE THEIR SEPTIC TANKS IN BEFORE THEY HOOKED UP POWER AND THAT THIS WAS THE FIRST WE HAD BEEN INFORMED. AND THAT IT IS HARD TO DO MUCH WITHOUT POWER. HE STATED THEY WOULD GO AHEAD HOOK UP.

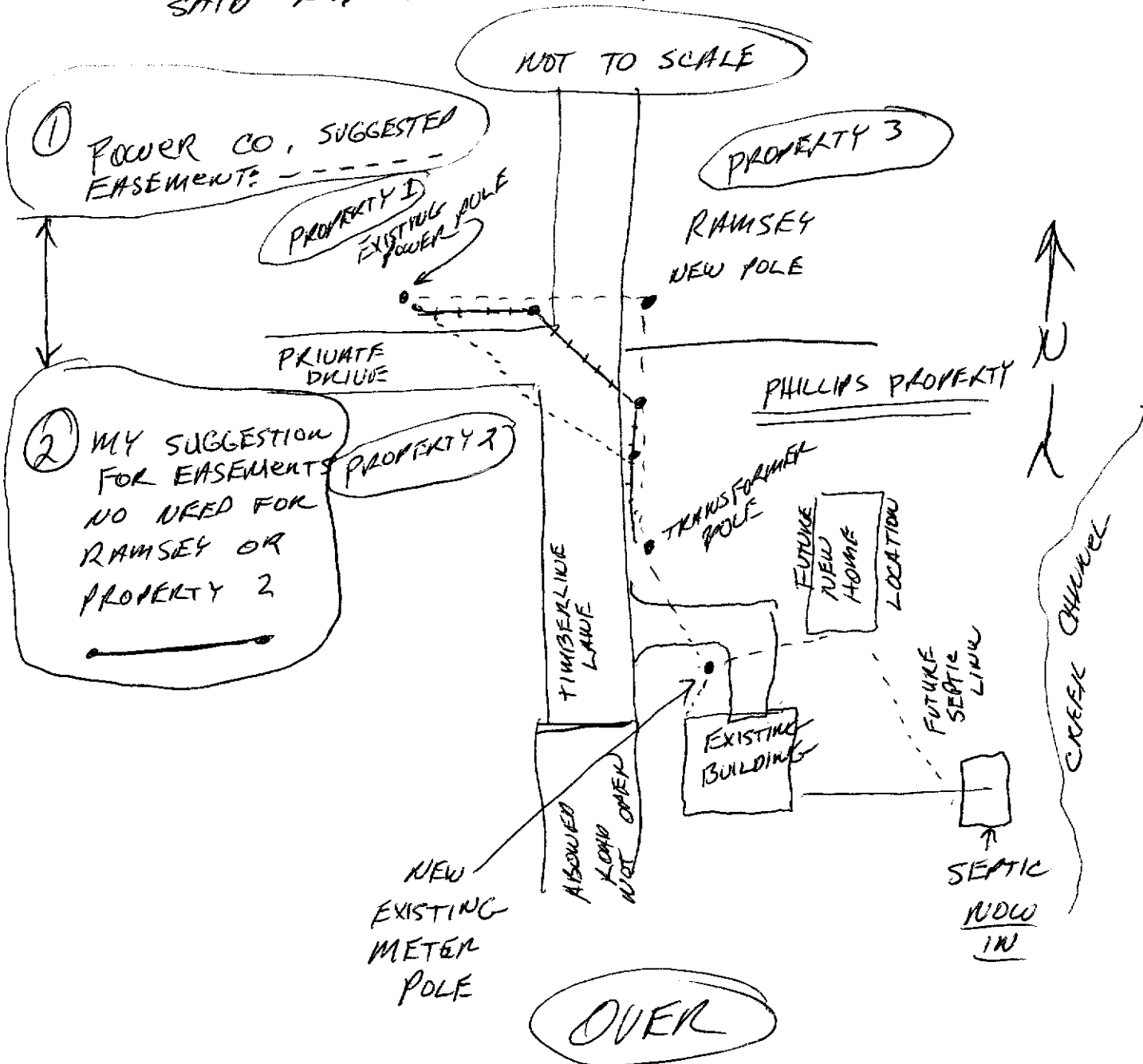
(MIKE)

⑥ I LATER CALLER, HE CHANGED HIS MIND AGAIN AND SAID THERE WOULD BE ~~CHARGE~~ FOR HOOKUP BECAUSE THERE WASN'T ENOUGH PROGRESS. I TOLD HIM IF WE HAD POWER MIGHT BE BETTER AND FASTER. ^{MIKE SAID} THAT THEY HAD TO GET DIFFERANT EASEMENTS FOR DIFFERANT ROUTING OF POWER, ALSO.

⑦ I DECIDED IT HAD BEEN LONG ENOUGH AND ILL POWER HAD NO INTENT OF HOOKING PRIOR ARRANGEMENTS AND ASK FOR FORMAL HEARING.

- ⑧ WHEN I FOUND OUT ILL POWER WAS HAVING PROBLEMS WITH EASEMENTS I ASK THEM (KURT AND HEUSER) SINCE THEY HAD ~~THE~~ EASEMENT FROM POWER POLE TO CORNER WHY NOT SET POLE ON CORNER AND GO DIRECTLY TO MY PROPERTY. HE SAID HE WASN'T GOING TO ASK THEM ^{BECAUSE} HE THOUGHT THEY WERE MAD BECAUSE POWER CO. WOULDN'T PAY FOR DAMAGE ON SOMETHING WHEN THEIR ^{POWER} WENT OUT. ALSO STATED MIKE & BRENT SAID NOT TO ASK. (SEE SKETCH)

ONE WHOM THEY HAVE EXISTING EASEMENT FROM POLE



⑨ AS I STATED TO BRENT & KURT FROM THE START. WHEN I BOUGHT PROPERTY MY MOM & DAD, OLDEST SON, YOUNGEST SON (LEVI) AND MYSELF WERE ALL MOVING TO PROPERTY. MY MOM & DAD AND OLDEST SON DID. THERE WAS NO REASON FOR MIKE THOLOK TO BELIEVE THAT LEVI WASN'T MOVING THEIR TOO, JUST BECAUSE HE WAS TRYING TO PAY ^{IN ADVANCE} FOR HIS FUTURE HOME AS MUCH AS POSSIBLE, LIVING IN HIS BUILDING WHILE BUILDING HIS HOME WAS NOT THE FIRST TIME SOMEONE DONE THIS. HE WASN'T ABLE TO DO THIS SINCE POWER CO. WOULD NOT DO WHAT THEY AGREED TO FROM START.

WE HAVE MADE PROGRESS IN THE BUILDING SITE AND HAVE CONTACTED BASEMENT CONTRACTOR FOR DIGGING AND POURING BASEMENT. HAVE SEPTIC TANK IN. ALL THIS SHOULD BE PROOF TO MIKE THAT LEVI WAS NOT JUST BUILDING STORAGE BUILDING BUT HIS NEW HOME LIKE HIS BROTHER & GRANDPARENTS.

⑪ BASEMENT IS BEING POURED IN 1 WEEK IN THE LOCATION WHERE BRENT (IP. ENGINEER) AND I DISCUSSED THE FIRST DAY WE MEET FOR OUR SERVICE.